ADDENDUM #1

On March 9, 2018 the Department of Health and Human Services (DHHS), Bureau of Developmental Services (BDS), published a Request for Proposals (RFP) to procure consulting services to develop a comprehensive list of business requirements, technical requirements and conceptual design for a Request for Proposals (RFP) soliciting modernized information technology systems for the Bureau of Developmental Services (BDS) and their network of regional service providers (Area Agencies or AA and independent providers).

The Department is publishing this addendum to:

1. Delete and replace Section 3, Statement of Work, Subsection 3.2 Potential Solutions, Subpart 3.2.1. with:

    3.2.1.   The follow-on RFP to procure the new system will be based upon one (1) of several possible technology solutions, including but not limited:

    3.2.1.1.   Commercial Off-The-Shelf (COTS) application hosted by a vendor or in the State's data center;

    3.2.1.2.   Software as a Solution application (SAAS);

    3.2.1.3.   A configurable software platform hosted by a vendor or in the State's data center;

    3.2.1.4.   Transferring an existing system from another state and modifying for the Department;

    3.2.1.5.   A custom developed application that will be unique to New Hampshire; or

    3.2.1.6.   A combination of any of the above.

2. Delete and Replace Section 3. Statement of Work, Subsection 3.5. Scope of Services, Subpart 3.5.1. Project Goals, 3.5.1.1. with:

    3.5.1.1.   The goal of the requirements analysis project is to transform the needs and high-level requirements specified in earlier phases into unambiguous (specific, measurable and testable), traceable, complete, consistent, and stakeholder-approved requirements. The system requirements identified in the requirements analysis phase are transformed into a Conceptual System Design Document that describes the design of the system at a conceptual level and that can be used as a foundation for a Request for Proposal to procure the desired technology and services.

3. Delete and Replace Section 3. Statement of Work, Subsection 3.6. Project Deliverables & Acceptance Criteria Document, Subpart 3.6.2. Conceptual System Design Document with:

3.6.2. Conceptual System Design Document

The selected Vendor will construct a Conceptual System Design Document (CSDD), containing a high-level hypothetical description about the functions, operations, features, environment and information architecture. The Department expects a conceptual design that does not identify specific technologies. The key elements of the CSDD must include the following:

3.6.2.1. Analysis of alternatives (Custom developed, COTS, hybrid, etc.);

3.6.2.2. Documentation of an information architecture framework; and

3.6.2.3. Documentation of dependencies.

3.6.2.4. Suggested exhibits may include: Use cases, Network diagram, Data flow diagrams, Data model diagram and a context diagram for each component.

4. Delete and Replace Section 4. Project Deliverables with:

4. Project Deliverables

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
	Project Management	
1.	Conduct project kick-off meeting	Non-Software
2.	Finalized work plan	Written
3.	Weekly stakeholder outreach/ interview progress report	Written
4.	Weekly project status reports	Written
	Research	
5.	Interview key executive management to gain a strategic view of the agency's mission and program goals.	Written
6.	Interview key technology specialists to understand the DHHS system environment and standards.	Written
7.	Interview key program business stakeholders to assess current and future business needs	Written
8.	Create a process map for current and future workflows.	Written
9.	Conduct detailed market analysis, including research of industry standards and possible solutions	Written

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
10.	Interview key technical stakeholders to assess State IT requirements	Written
11.	Interview appropriate stakeholders to assess State security requirements	Written
12.	Conduct research to determine budget estimates for the implementation of the new BDS system.	Written
Presentation		
13.	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written
14.	Presentation of preliminary findings	Written Non-Software
15.	State acceptance of preliminary findings	Written
16.	Delivery of final report	Written
17.	Develop budget estimates for the implementation of the proposed solutions.	Written
18.	Final reports submitted and accepted by DHHS	Written
Final Reports		
19.	**Feasibility Analysis Report –** The Feasibility Analysis Report shall consider opportunities to leverage the technology investment across three DHHS program area. The report shall include sections on scope, criteria, evaluation, benefits and risks, conclusions, and recommendations.	Written
20.	**System Requirements Document** – formal statement of a system's business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements. This report will be developed for **one** recommended solution as selected by the State.	Written
21.	**Project Deliverables and Acceptance Criteria –** A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria including a formal statement of needs, rules, tests, requirements, and standards that must be used in reviewing each deliverable for acceptance by the Department. This report will be developed for **one** recommended solution as selected by the State.	Written
22.	**Conceptual System Design Document** – Contains a high-level hypothetical description about the functions, operations, features, environment, and information architecture. The Department expects a conceptual design that does not identify specific technologies. This report will be developed for **one** (1) recommended solution as	Written

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
	selected by the State.	
23.	**Market Research Report –** a document featuring the results of market research on potential solutions available in the commercial and public sector market places and an estimated budget, considering **all** of the potential solutions in Section 3.2. Potential Solutions.	Written
24.	**Solution Recommendations -** Using the research conducted, provide "build/buy/enhance" analysis including assumptions and constraints. Include consideration of **all** the potential solutions in Section 3.2. Potential Solutions.	Written
25.	**Identify Risks –** Provide a list and description of potential risks, considering **all** of the potential solutions in Section 3.2. Potential Solutions.	Written

5. Delete and Replace Section 8. Proposal Process, Subsection 8.2 Procurement Table with:

8.2 Procurement Timetable

Procurement Timetable		
(All times are according to Eastern Time. *DHHS reserves the right to modify these dates at its sole discretion.)*		
Item	Action	Date
1.	Release RFP	March 9, 2018
2.	Letter of Intent Submission Deadline (Optional but strongly encouraged)	March 21, 2018 by 12:00 Noon
4.	RFP Questions Submission Deadline	March 23, 2018 By 4:00 PM
5.	DHHS Response to Questions Published	March 29, 2018
6.	Technical and Cost Bids Submission Deadline	**May 2, 2018 By 2:00 PM**
7.	Tentative Oral Presentations and Interviews	Week of May 21, 2018

6. Delete and replace Appendix C, Deliverables Schedule and Pricing, with:

Appendix C
Deliverables Schedule and Pricing

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
	Project Management			
1.	Conduct project kick-off meeting	Non-Software		
2.	Finalized work plan	Written		
3.	Weekly stakeholder outreach/ interview progress report	Written		
4.	Weekly project status reports	Written		
	Research			
5.	Interview key executive management to gain a strategic view of the agency's mission and program goals.	Written		
6.	Interview key technology specialists to understand the DHHS system environment and standards.	Written		
7.	Interview key program business stakeholders to assess current and future business needs	Written		
8.	Create a process map for current and future workflows.	Written		
9.	Conduct detailed market analysis, including research of industry standards and possible solutions	Written		
10.	Interview key technical stakeholders to assess State IT requirements	Written		
11.	Interview appropriate stakeholders to assess State security requirements	Written		
12.	Conduct research to determine budget estimates for the implementation of the new BDS system.	Written		
	Presentation			
13.	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written		
14.	Presentation of preliminary findings	Written Non-Software		
15.	State acceptance of preliminary findings	Written		

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
16.	Delivery of final report	Written		
17.	Develop budget estimates for the implementation of the proposed solutions.	Written		
18.	Final reports submitted and accepted by DHHS	Written		
	Final Reports			
19.	**Feasibility Analysis Report –** The Feasibility Analysis Report shall consider opportunities to leverage the technology investment across three DHHS program area. The report shall include sections on scope, criteria, evaluation, benefits and risks, conclusions, and recommendations.	Written		
20.	**System Requirements Document** – formal statement of a system's business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements. This report will be developed for **one (1)** recommended solution as selected by the State.	Written		
21.	**Project Deliverables and Acceptance Criteria** A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria including a formal statement of needs, rules, tests, requirements, and standards that must be used in reviewing each deliverable for acceptance by the Department. This report will be developed for **one** recommended solution as selected by the State.	Written		
22.	**Conceptual System Design Document** – contains a high-level hypothetical description about the functions, operations, features, environment, and information architecture. The Department expects a conceptual design that does not identify specific technologies. This report will be developed for **one** recommended solution as selected by the State.	Written		
23.	**Market Research Report –** a document featuring the results of market research on potential solutions available in the commercial	Written		

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
	and public sector market places and an estimated budget, considering **all** of the potential solutions in Section 3.2. Potential Solutions.			
24.	**Solution Recommendations -** Using the research conducted, provide "build/buy/enhance" analysis including assumptions and constraints. Include consideration of **all** the potential solutions in Section 3.2. Potential Solutions.	Written		
25.	**Identify Risks –** Provide a list and description of potential risks, considering **all** of the potential solutions in Section 3.2. Potential Solutions.	Written		

7. All references to "conceptual system design," in this RFP, are deleted and replaced with:

> **Conceptual System Design Document (CSDD)** – Document that describes the design of the system at a conceptual level that can be used as a foundation for a Request for Proposals (RFP) to procure the desired technology and services.

> The CSDD must include a high-level hypothetical description about the functions, operations, features, environment and information architecture.

> The Department expects a CSDD that does not identify specific technologies. See Item #3 above.